

Immediate Action Expectation Reporting
Geographic Dental Managed Care - Sacramento
September 2012 Stakeholder Meeting Report

| Table # | Report Title | Reporting Period |
|---------|------------------------------------|------------------|
| 1 | Beneficiary Letter Campaign | August-12 |
| 2 | Outbound Call Campaign | August-12 |
| 3 | Pay for Performance Summary | July-12 |
| 4 | Provider and Specialist Enrollment | August-12 |
| 5 | Provider Education | August-12 |
| 6 | FQHC Enrollment Tracking | August-12 |
| 7 | Timely Access Report Summary | July-12 |

Dental Plans Reporting

Access Dental Plan
Health Net Dental Plan
LIBERTY Dental Plan
Western Dental Plan

Next Reporting Due Date

September 2012 Immediate Action Reporting DUE Oct 5, 2012
August 2012 Utilization (Pay for Performance) Reporting DUE Oct 19, 2012

Questions about reporting please email:

dentalmanagedcare@dhcs.ca.gov

TABLE 1

| Beneficiary Letter Campaign | Access | | Health Net | | LIBERTY | | Western | |
|---|---------------|----|-------------------|----|----------------|----|----------------|----|
| Total calls received referencing letter/flyer | 7 | | 1 | | 8 | | 0 | |
| Appointments Set | 0 | | 0 | | 0 | | n/a | |
| Other Information Given/Questions Answered | 7 | | 1 | | 6 | | 0 | |
| Grievances/Complaints Received | 0 | | 0 | | 0 | | 0 | |
| Total number of undeliverable mail | 75 | 0% | 0 | 0% | 0 | 0% | 491 | 1% |
| Total number mailed | 25,147 | | 19,972 | | 25,791 | | 56,913 | |

NOTES:

Access - Mailing of Plan Brochure completed 6-28-2012

Health Net - Mailing of Plan Brochure 7-6-2012

LIBERTY - Mailing of Plan Brochure 7-6-2012

Western - Mailing of Plan Brochure 6-22-2012

*September data is due to DHCS 10-5-12.**Updated with 9-5-12 plan data submissions.****JP Updated 9-14-2012***

TABLE 2

| Outbound Call Campaign | Access | Health Net | *LIBERTY | Western |
|--|---------------|-------------------|-----------------|----------------|
| # of Eligible (0-20) for month reporting | n/a | 19,890 | 24,932 | 57,044 |
| # of Calls Made | 0 | 0 | 173 | 0 |
| Wrong # and/or Phone # Out of Service | 0 n/a | 0 n/a | 28 16.2% | 0 n/a |
| Appt Scheduled | 0 n/a | 0 n/a | 1 0.6% | 0 n/a |
| Left Msg | 0 n/a | 0 n/a | 72 41.6% | 0 n/a |
| Member Declined | 0 n/a | 0 n/a | 47 27.2% | 0 n/a |
| Member Hung Up | 0 n/a | 0 n/a | 2 n/a | 0 n/a |
| No Answer | 0 n/a | 1 n/a | 23 13.3% | 0 n/a |
| # of Appt. kept from Scheduled | 98 | n/a | n/a | 0 |
| # of Appts. Missed from Scheduled | 89 | n/a | n/a | 0 |

LEGEND:

Initial call campaign is complete.

* LIBERTY #'s include CDS transitioned members.

If a section is marked n/a it means the plans either were not responsible to submit this information at all or at this time.

NOTES:

- All calls made were to beneficiaries under 21 who had not had an appointment within the last 12 months.
- Calls currently made by LIBERTY are call backs to educate members or set up appointments.
- All Plans are going to continue with a call campaign except Access (Access will follow up with offices on a monthly basis).
- All plans will be reporting a roll-up of the entire call campaign next reporting period of November.

BEST PRACTICES:

- The Customer Service Representative (CSR) was able to provide focused/ one-on-one assistance for members who had concerns and needed appointments.
- CSRs were able to educate the members with small children regarding 1st birthday/1st tooth and the importance of the dental home.
- Bilingual representatives to make the calls.
- Making calls during the day, rather than after hours, was helpful when conducting 3-way calls to schedule appointments with dental offices.
- Developing scripts for the CSRs to follow when introducing the subject to the member.
- Following up with members, who were initially unavailable, helped to increase utilization.

September data is due to DHCS 10-5-12.

Updated with 9-5-12 plan data submissions.

JP Updated as of 8-14-12

TABLE 3

| Pay for Performance Summary | Access | HealthNet | LIBERTY | Western |
|--|---------------|------------------|----------------|----------------|
| Total Provider Offices: | 21 | 23 | 32 | 23 |
| # of Provider Offices 4.0% or Above: | 12 | 13 | 23 | 12 |
| % of Total Provider Offices: | 57.1% | 56.5% | 71.9% | 52.2% |
| # of Providers between 3.33% - 4.0% | 5 | 3 | 4 | 2 |
| % of Total Providers | 23.8% | 13.0% | 13.0% | 8.7% |
| # of Provider Offices Below 3.33%: | 4 | 7 | 5 | 9 |
| % of Total Provider Offices: | 19.0% | 30.4% | 15.6% | 39.1% |
| # of Provider Offices on CAP: | 9 | 8 | 9 | 3 |
| # of Provider Offices Under Review: | 9 | 3 | 1 | 9 |
| # of Provider Offices w/closed enrollment: | 1 | 1 | 5 | 7 |
| # of Provider Offices w/reinstated enrollment: | 0 | 0 | 0 | 1 |

NOTES:

Percentages (%) are stand alone monthly utilization percentages.

August data is due to DHCS 10-19-12.

JP Updated as of 9-20-12

Updated with 9-20-12 plan data submissions.

TABLE 4

| Provider & Specialist Enrollment | Access | HealthNet | LIBERTY | Western |
|---|---------------|------------------|----------------|----------------|
| Total # of GP's Enrolled: | 62 | 37 | 60 | 96 |
| New GP's Enrolled: | 3 | 0 | 0 | 0 |
| Total GP's Disenrolled: | 3 | 0 | 4 | 0 |
| Total # of Specialists Enrolled: | 45 | 6 | 6 | 97 |
| New Specialists Enrolled: | 0 | 0 | 0 | 2 |
| Total # of Specialist Disenrolled: | 0 | 1 | 1 | 0 |

September data is due to DHCS 10-5-2012.

JP updated as of 9-14-2012

Updated with 9-5-12 plan data submissions.

TABLE 5

| Provider Education | Access | Health Net | LIBERTY | Western |
|--|---|--|--|--|
| # Of Providers Educated | 17 | 49 | 49 | 5 |
| Provider Concerns | Providers are concerned with the number of no shows and the amount of phone numbers that have been disconnected or no longer valid. They feel this works against them when trying to contact patients and schedule appointments | 0 | 0 | 0 |
| Educational Materials and Education Strategy | Appointment accessibility was reviewed. Overall GMC Appointments scheduled, canceled and rescheduled. Wait time in the office and operatory were reviewed. Call campaign and member follow up (reschedule/no shows). Reviewed and discussed importance of Encounter submission possibly on a weekly basis. Reviewed Q2 utilization results. | Tailor needs to provider and what they need. | Tailor needs to provider and what they need. | Educational powerpoint. Sit down with office manager/DDS. Goes through benefits for children, pregnant women, FRADS. Remind of scheduling timeframe, age 1 visit, 0-3 (D0145) visit. |

LEGEND:

n/a - did not capture information during reported period

September data is due to DHCS 10-5-12

Updated with 9-5-12 plan data submissions.

JP Updated as of 9-14-12

TABLE 6

| FQHC Enrollment Tracking | Equivalent FT Providers | Access | Health Net | Liberty | Western |
|---------------------------------|--------------------------------|---|-------------------|----------------|---|
| The Effort-Oak Park | 6 | Contracted | Contracted | Contracted | Contracted |
| The Effort-North Highlands | 3 | Contracted | Contracted | Contracted | Contracted |
| The Effort - South Valley** | n/a | In Process | In Process | In Process | In Process |
| Sacramento Community Clinic | 1 | Contracted | Contracted | Contracted | Contracted* |
| Native American Health Clinic | n/a | Onsite visit 6-6-2012 to encourage enrollment, no call to date. | Not contracted | Not contracted | Reached out, does not contract with HMO's |

LEGEND:

* Sacramento Community Clinic shows as Health & Life Organization

**South Valley opening end of summer 2012, Sept 2012

NOTES:

Health & Life Organization and The Effort-Marysville does not provide dental services (Access reached out)

REPORTING CHANGE REQUEST:

- 1) # of beneficiaries assigned to the FQHC and percentage of population served by plan.
- 2) Utilization by FQHC by Plan
- 3) # of DDS providing services in FQHC

September data is due to DHCS 10-5-12.

Updated with 9-5-12 plan data submissions.

JP updated as of 8-14-2012

TABLE 7

| Timely Access Report Summary | | Access | HealthNet | LIBERTY | Western |
|---|--|---------------|------------------|----------------|----------------|
| Month Total Enrollee Count: | | 51,726 | 33,871 | 38,546 | 89,823 |
| Month Total Under 21 Enrollee Count: | | 33,627 | 20,000 | 25,593 | 57,044 |
| Month Total Over 21 Enrollee Count: | | 18,099 | 13,871 | 12,953 | 32,779 |
| Avg # of Days to Schedule | Initial Appt: | 17 | 13 | 11 | 7-14 |
| | Avg # of Days to schedule Routine Appt: | 19 | 13 | 10 | 7-14 |
| | Avg # of Days to schedule Preventive Appt: | 17 | 13 | 8 | 7-14 |
| | Avg # of Days to schedule Emergency Appt: | 1.5 | 1 | 1 | 1 |
| # of | No Show Appt: | 233 | n/a | n/a | 1,464 |
| | Rescheduled Appt: | 132 | n/a | n/a | n/a |
| Are Interpreter Services Available: | | Yes | Yes | Yes | Yes |
| Answering Services Available: | | Yes | Yes | Yes | Yes |
| Avg. Ratio of Member to Primary Care Dentist: | | 849 | 529 | 328 | 419 |
| Total # of Members who are assigned to a PCD who is more than 30 min. or more than 10 miles from their residence: | | 284 | 229 | 258 | 204 |
| # of Routine Authorizations Received (under 21) | | 41 | 223 | 275 | 125 |
| % of Routine Authorizations Approved | Within 5 business days | 100% | 100% | 100% | 100% |
| | Within 10 business days | 100% | 100% | 100% | 100% |
| | Outside of 10 business days | 0% | 0% | 0% | 0% |
| Total Claims Received (under 21) | | 2,936 | 1,452 | 2,173 | 855 |
| % Claims Paid | Within 90 days | 100% | 100% | 100% | 100% |
| | Outside of 90 days | 0% | 0% | 0% | 0% |
| Specialist Referrals for the Month (under 21) | Received: | 57 | 202 | 242 | 240 |
| | Approved: | 40 | 185 | 218 | 227 |
| | Denied (clinical): | 1 | 2 | 3 | 4 |
| | Denied (administrative): | 16 | 15 | 21 | 0 |
| | Completed: | 15 | 200 | 174 | 231 |
| | Expired: | 18 | 13 | 6 | n/a |

LEGEND:

n/a means the plan did not capture this information during the reporting period

NOTES:

▪Specialist Referrals expire after 90 days from date of issue with the exception of Western (45 days). There are always exceptions for extensions.

JP Updated as of 8-28-12

August data is due to DHCS 10-5-12

Updated with 9-5-12 plan data submissions.